**West Lothian College**

**Help Desk Trouble Ticket #190677**

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| **TICKET INFORMATION** |

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| **User name: CBoyle** |  | **User ID: N/A** |  |
| **Job title: Lecturer** |  |  | |
| **Manager: N/A** |  | **Department: IT** |  |
| **Ticket category: N/A** |  |  | |
| **Date and time: 11:53 15/03/2017** |  | **Technician: Chris Dworczyk** |  |
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| **PROBLEM DESCRIPTION** | | | |
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| 4 computers are connected using a switch to allow file sharing without an internet connection being required. However due to unknown reasons one of the computer fails to connect to the other 3. | | | |
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| **TECHNICIAN RESPONSE** | | | |
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| **Assigned to: Chris Dworczyk Date: 15/03/2017 Time: 11:53 Total time worked: 1h** | | | |
| **Initial action: I Interviewed the lecturer to try and find out about any potential changes made to the computer, a student may have been able to guess a password and tamper with the network settings. I checked all physical connection and all seemed in check. I opened up the command prompt to try and ping the computers to see which one doesn’t ping back. Upon further inspection one of the computers IP addresses was incorrect it had a 10 instead of 1 in its place.** | | | |
| **Solution: Once logged in as the administrator I went into the network and sharing centre, in there I found the IPv4 address for that computer and corrected the 10 to a 1.** | | | |
| **Follow up action: I asked for the passwords to be changed to something that can’t be guessed so easily.** | | | |
| **Importance**: ✓ Mission critical  Slowing user down  Can be scheduled  **Conclusion**: ✓ Resolved  Pending  Unresolved | | | |
| **Final notes: Passwords should be made much more secure to prevent unwanted access to vital settings of a computer. I have informed the IT technicians to prevent problems like these happening again.** | | | |
| *Trouble Ticket downloaded from: http://techrepublic.com* | | | |